



@ Trafera.com

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## Trafera, LLC Limited Warranty Statement

Trafera, LLC ("Trafera") with its principal offices at 2250 University Avenue West, Suite 315-S, St. Paul, MN 55114 is providing extended limited warranty coverage ("Warranty") for the specific products purchased from Trafera on your sales quote or sales order. The Warranty period starts on the date of product delivery and continues until the expiration listed on your Trafera sales order. The warranty is limited to the original buyer and is not transferable.

The Warranty may provide for duplicate coverage already provided to you by other insurance policies or manufacturer's warranties available to you. You are not required to purchase a Warranty in order to purchase a computer or other electronic device from Trafera.

### What is covered?

Trafera will repair or replace (at our sole discretion) hardware failure and damage by accident for the specific serialized system purchased from Trafera or the specific technology covered under our extended Warranty (Gold Warranty) or upgraded Warranty (Platinum Warranty) during the time frame identified on your Trafera sales order. Accidental damage protection ("ADP") is only offered under the Gold & Platinum Warranties and applies only for the designated coverage period from the date of original purchase or date of warranty agreement. The warranty protection period varies by product type, specific warranty purchased and the specific coverage period indicated on the Trafera sales order.

### What are the Claim Limits?

The Warranty is limited to an individual user accidental damage incident that renders the system unusable. The Warranty does not include preventive maintenance, so you should maintain the system or device in accordance with the manufacturer's instructions. ADP is not intended to and does not protect multi-system damage events nor does it protect against the following: general use wear and tear, cosmetic wear, vandalism and intentional damage, human/natural disasters (including, but not limited to: fire, smoke, flood, power surge and storm-related damages) and laptop battery replacement. Platinum Warranty coverage is one year on laptop batteries, three years on Chromebook batteries, with one battery replacement from the date of purchase. Coverage for theft/loss is limited to up to two percent (2%) of the total units purchased at one time or under warranty agreement (theft/loss clause applies to Platinum warranty only). Trafera excludes replacement of lost or stolen stylus/EMR pen/Apple pencil or AC Adapters. For units reported due to theft, a copy of a police report is required and must be submitted to Trafera with the claim. Further, in instances of theft/loss, the end customer is required to set the device to "disable" (lock the device) in the Google Admin Console.



### What is the Deductible?

There is no deductible or any other fees required to fulfill a repair and/or replacement.

### How do I report a Problem?

In the case of hardware failure or an accidental damage event, loss or theft, we can provide simple and fast help. Call Trafera Customer Service at 1-855-862-5120 or submit online.

<https://portals.trafera.com>

Submissions must be reported in a timely manner and please be prepared to provide the serial number and description of the problem or defect.

Trafera repairs all products at our technical facilities. Unless a claim is for loss or theft, returning the original device is required. Trafera will provide you with a prepaid shipping label for you to return your device to Trafera. Failure to return your original device to Trafera will result in additional charges for the non-returned equipment.

Trafera service technicians will assess the device and take appropriate action to repair and/or replace the hardware failure, once the product is returned.

Repairs and/or replacements may be fulfilled with new or reconditioned equipment. Reconditioned equipment may have minor cosmetic flaws. Replacement of accessories may be with generic or non-original manufacturer accessories. If the exact model is not available, the replacement will be of like kind and quality but you will be notified in advance if a different model is to be returned.

Trafera will use reasonable efforts to amicably resolve any disputes with respect to our Warranties. If you have any issues or problems with our warranties or your customer experience working with Trafera, we welcome and invite you to contact your sales and/or customer service representative to reach a positive outcome. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.